crisis intervention
4-step model

1. MANAGE YOURSELF
   - Emotional contagion
   - Don’t panic
   - Don’t take it personally
   - Recognizing your limits

2. MANAGE THE ENVIRONMENT
   - Get rid of any audience
   - Reduce distractions
   - De-escalate the space
   - Create time and space

3. NON-VERBAL DE-ESCALATION
   - Body Position
   - Eye Contact
   - Tone of Voice
   - Mirroring

4. VERBAL DE-ESCALATION
   - Open-ended, simple questions
   - Active listening - empathy
   - Focus on feelings
   - Give 2 simple options

S.A.V.E.
- SLOW: Slow down, calm yourself, don’t take it personally
- AWARE: Be aware of who you are, where you are, avoid distractions and audience
- VOICE: Verbal de-escalation, empathy, focus on feelings, how you speak
- ENGAGE: Active listening, body language, be flexible

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